**Specification**

**H&S Compliance Services**

**(DVLA)**

**Contract Reference:** PS-23-27

**Framework Title & Reference:** RM 6264Facilities Management and Workplace Services DPS

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## 1. Introduction

In accordance with the terms and conditions of RM6264 - Facilities Management and Workplace Services DPS the Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following the Health and Safety Compliance Services.

## 2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

In March 2005 the DVLA entered a 20-year PFI Contract for the refurbishment of the estate and the provision of facilities management (“FM”) services. The overarching PFI agreement will expire on 31st March 2025.

DVLA requires a Compliance Services Service provider from the point of exit commencing 01/04/2025 across the DVLA’s Swansea estate, comprising of Morriston, Swansea Vale and Ty Felin and Ty Forest in Fforestfach. DVLA requires bidders to provide innovative proposals in response to this Specification to assist DVLA’s strategy of providing modern services across all their services.

DVLA requires a Compliance Services Service provider to provide a service 24/7, 365 days a year, for an initial 5-year Contract term with the option to extend on a 5 +1year, +1year basis. The services listed within this section, outline the innovative, proactive, and preventative measures expected.

Requirements are broken down into three sections as follows:

A – Fire Risk Assessment

B – Water Risk Assessment

C – Asbestos Re-Inspection

2.1 Building Scale and Locality

The DVLA’s estate within Swansea consists of three sites: Morriston, Swansea Vale and Ty Felin. A Sample Floor Plan is included within Annex 6 - Sample Floor Maps.

DVLA main site, Morriston, SA6 7JL is a 26-acre site, comprising seven main buildings and several smaller and subsidiary buildings. These buildings consist of 89,304m2 of mixed office and non-office space. There are also three large staff parking areas including one multi-storey facility, alongside multiple smaller parking areas.

Swansea Vale is a 7-acre site consisting of three buildings comprising 10,878m2 of mixed office and non-office space. There are also two main car parks adjacent to both buildings. This site is split into two; -

* Contact Centre SA7 0AD.
* Richard Ley Development Centre and the Innovation Facility, SA7 0AN.

Ty Felin, SA6 4AW is a 6-acre site consisting of two main buildings, the print facility, offsite datacentre and Security Gatehouse consisting of 7,499m2 of mixed office and production space.

**Section A (Fire Risk Assessment) ONLY** - The DVLA site in Birmingham consists of one floor within the five story buildings of 7,549m2 if mixed office space.

Baskerville House, Cambridge St, Birmingham B1 2ND

## 3. Procurement Timetable

The timetable for this procurement is set out the below table. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

Suppliers will be informed if changes to the timetable are necessary.

The key dates for this procurement (Timetable) are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Event** | **Date** |
| Issue ITQ | 19th March 2024 |
| Site Visits | 25th and 26th March 2024 |
| Deadline for Clarification Questions | 2nd April 2024 |
| Tender Closing Date | 15th April 2024 |
| Evaluation Period | 16th April – 18th April 2024 |
| Letter of intent / Outcome letters | 29th April 2024 |
| Standstill period closes | 29th April – 13th May 2024 |
| Contract Award | 2nd October 2024 |
| Contract Commencement | 1st April 2025 |

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be

notified to all suppliers as soon as practicable.

## A – Fire Risk Assessment

## 4. Scope (A)

DVLA require a BAFE SP205 Life Safety Fire Risk Assessment Registered Company to carry out Fire Risk Assessments across the DVLA estate, including where applicable areas assessed under Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) Risk Assessments as applicable. DVLA shall be responsible for appointing a specialist competent Supplier to undertake a fully comprehensive review and for producing a new fire risk assessment on their behalf. These companies will have been independently assessed via UKAS Accredited Certification Bodies (NSI or SSAIB) to demonstrate their competency to deliver this service.

The company and its representatives undertaking the fire risk assessment on behalf of DVLA will be/is accredited to a professional body person registration scheme, for example Institute of Fire Engineers or Institute of Fire Safety Managers.

The fire risk assessor will have a comprehensive understanding of the applicability, principles, objectives and intent of the legislation under which the fire risk assessment is carried out, and of any associated legislation.

## 5. Specifying Services (A)

5.1 Generic Requirements

The Supplier shall manage and deliver fire risk assessments and fire safety management plans on behalf of the DVLA.

The Supplier shall review all fire risk assessments and fire safety management plans at DVLA Premises and undertake subsequent reviews annually, or more frequently if there is reason to suspect that it is no longer valid; or there has been a significant change in the matters to which it relates including when the premises, special, technical and organisational measures, or organisation of the work undergo significant changes, extensions, or conversions. The costs for these Services shall be included in the Charges.

The supplier will undertake fire risk assessments in line with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and all associated legislation and industry standards.

The supplier will hold UKATA approved asbestos awareness training.

The fire risk assessment will consider the following;

* Fire detection and warning systems
* Firefighting equipment such as extinguishers
* Escape routes including egress and access arrangements
* Emergency lighting
* Signage, notices, and communication during an emergency
* Maintenance of all the above
* Fire suppression systems
* Fire doors and compartmentalisation arrangements

The Supplier will ensure the below steps are followed when carrying out their risk assessment.

* Obtain information and all necessary data about the building
* Identify fire hazards and means for control and their elimination
* Assess the likelihood of any fire
* Determine any present fire protection measures
* Obtain related info relating to fire safety management
* Assess the most likely repercussions for a person if a fire occurs
* Assess the overall risk of fire
* Form and document an action plan
* Set the fire risk assessment review date

The fire risk assessments will be required to be held on a web-based platform.

Access into the platform and its reports will need to be made available to authorised personnel including the DVLA and enforcement authorities.

5.2      Personnel

All personnel employed at the site must be suitably qualified and experienced for the work to be carried out. Copies of employee training certificates for those working at the site must be supplied prior to works and available for inspection throughout the works.

All anticipated personnel assigned to the works must be detailed to the DVLA Estates H&S site contact (See annex 7) 5 working days before site work commences. All individuals assigned to the project must have CRB/DBS which must be submitted to the DVLA Estates H&S site contact before work commencement. This is to satisfy DVLA security requirements – failure to notify may result in delays.

All assessors must be medium risk confined space trained.

5.3       Security

As a minimum the Supplier will ensure that any Fire Risk Assessor has a DBS Certificate (as a minimum requirement) which is no more than 3 years old. Any new surveyors to the site will also be expected to complete a DOM1321 form and submit it to the DVLA Estates H&S Site Contact. A copy of the form can be found in Annex 8.

The Supplier will be responsible for management of the work site, the security of all plant, equipment and materials for the duration of the works. The building will be occupied throughout the project and the Supplier must take suitable precautions such as the use of barriers, hoarding and signs to prevent unauthorised access to the working areas.

The Supplier shall include in their Survey Plan procedures for the management of any emergencies that may arise on site. This includes, but is not necessarily limited to, fire, accident, provision of first aid, security breach and failure of equipment etc. The Supplier shall supply a 24-hour emergency contact number in case of emergency such as fire, flood, vandalism etc.

## B – Water Risk Assessment

## 6. Scope (B)

The supplier will conduct a review of existing Water Risk Assessment to determine current risk levels associated with legionella bacteria in both hot and cold water systems across the DVLA estate.

DVLA’s estate within Swansea consists of three sites: Morriston, Swansea Vale and Ty Felin. A Site Map is included within Annex 6. All Estate information can be found in Section 2.2

The water systems included within this specification will cover the following;

* Hot and cold-water systems
* Rainwater harvesting systems
* Air conditioning
* Closed systems

## 7. Specifying Services (B)

**7.1 Specific Requirements**

The ACOP (Approved Code of Practice) L8 “The Control of Legionella Bacteria in Water Systems” and The Health and Safety at Work Act 1974 place strict obligations on all employers, building owners and landlords to undertake a Legionella and Water Hygiene Risk Assessment on all workplace buildings where there is a foreseeable risk of exposure to Legionella bacteria.

The DVLA requires a competent third-party supplier to undertake water risk assessments across it’s entire state. The supplier is required to hold membership with CHAS (Supplier’s Health & Safety Scheme) and LCA (Legionella Control Association)

A formal independent Legionella Risk Assessment should comprise of the following but not limited to:

* An evaluation of water management on-site assets
* An appraisal of the condition of water storage systems
* A photographic register of water management assets
* Schematic plans to show the inter-relationship of equipment and associated risks
* Written water management schemes (Including emergency written schemes)
* A list of recommended actions to ensure compliance and control risk
* An assessment of risk to employees/visitors/Suppliers
* Descriptions of both cold water and hot water systems
* A record of water outlet temperature
* An assessment of the cold and hot water system/s
* Identification of additional areas of risk affecting water management systems
* Formal site survey and review of existing hot and cold water systems
* Review previous LRAs
* A comprehensive review and update of current schematics
* Provision of schematics in legible and detailed format
* Timely update of schematics following change or upgrade of existing water system
* Assessment of risk in relation to water borne pathogenic organisms including legionella

The supplier will ensure that all the relevant legislation is adhered to when carrying out any works including but not limited to:

* The Health & Safety at Work Act 1974
* The Management of Health and Safety at Work Regulations, 1999
* Approved Code of Practice – The control of Legionella bacteria in water systems (L8 – Fourth edition 2013)
* Control of Substances Hazardous to Health Regulations COSHH 2002
* The Water Act 2003 (Consequential and Supplementary Provisions) Regulations 2005
* HSG274 Part 2: The control of legionella bacteria in hot and cold-water Systems
* BS 8580-1 Water Quality Risk assessments for legionella control
* The Water Supply (Water Fittings) Regulations
* The Water Supply (Water Quality) Regulations
* The Workplace (Health, Safety and Welfare) Regulations

The supplier will be required to review existing water management regulations Risk Assessments to gain a full understanding of the water services at DVLA. At the same time, details of remedial works undertaken to the water systems, since the last Risk Assessments were produced, shall be considered, and incorporated into the new Risk Assessment.

The DVLA request that the supplier develops a set routine of control measures specific to each DVLA site.

The water safety plan should be reviewed as assessment made with regards to its suitability, effectiveness and whether it is being followed.

The assessment must review monitoring practices including frequencies and associated recording templates, to ensure they robustly monitor the effectiveness of the precautions and provide sufficient evidence for this.

The DVLA would require the supplier to undertake sampling of the water supply on a schedule agreed with DVLA.

The supplier will inform and agree with DVLA before any changes to personnel during the term of the contract.

The supplier will identify and consider all water related systems which could potentially create a risk to health.

The supplier shall comment on aspects of the system design and installation which affect the legionellosis and health risk with reference to the ACOP and BS 8558:2015.

This is to include general layout of pipework and components, quality of installation, storage, segregation, backflow prevention devices, labelling of outlets, avoidance of dead legs & dead ends etc.

The supplier shall comment on all aspects of the water systems insofar as they affect the legionellosis and health risk with reference to the ACOP & BS8580-1:2019. This should include routine operation, controls, maintenance, cleaning, water treatment and periodic disinfection as well as provisions for extended plant shutdown and restart.

Upon completion of the review the supplier shall update and amend the existing Risk Assessment to produce the new Risk Assessment that shall contain the following:

* A header page dated and signed by the Assessor.
* A brief description of the site, its activities and structure.
* A summary sheet listing all systems found and inspected for legionellosis risk.
* A numerical assessment of the risks associated with each system, using a 12 two factor ‘likelihood’ and ‘severity’ rating system, summated to determine the total Risk Rating and the Property Risk Classification.
* The results of all inspections, temperature measurements and other tests undertaken including the time and date of measurements or sampling.

The supplier will produce a hard and electronic copy of the Water Risk Assessment on conclusion of the survey within 21 working days.

The supplier shall be aware that there is a mandatory requirement to read and sign the on-site Asbestos Register prior to the commencement of any work.

The supplier will be responsible for determining the frequency of these assessments based off evidence provided from the initial assessment/survey.

The suppler will be required to issue a prioritised list of recommendations per building with timescales for completion. This shall be provided in the main site action tracker, LRA and in a format agreed with by the DVLA.

The supplier will also be required to undertake surveys and produce new water Risk Assessments for any additional properties coming under DVLA control during the Contract period.

**7.2 General Requirements**

The supplier will be responsible for any damage caused to DVLA premises by carrying out the specified works.

The supplier shall adhere to all security policies and procedures in regard to access control and attending site. This will be laid out in section 10.5.

The supplier shall also adhere to DVLA’s Code of Conduct (Annex 10) when on site, which will be provided prior to the commencement of any works.

Co-operation and liaison with the DVLA about any schedule and limitations is imperative and the supplier will ensure that any work carried out as part of the specification will not impact normal business operations.

## C – Asbestos Re-Inspection

## 8. Scope (C)

The following section details the scope for the asbestos survey works across the entire DVLA estate. The site has several buildings mostly constructed in the 1960’s but subject to significant refurbishment over the past 15 years. Included in the buildings are office areas, data centres, loading/storage facilities, plant rooms, switch rooms and a network of vertical and horizontal ducts.

Annual asbestos reinspection’s have been performed for known ACMs in line with an asbestos Management Plan (AMP). Although significant asbestos abatement works have been undertaken, works are ongoing to reduce ACM risk.

The purpose of the Asbestos Reinspection and Management surveys is as follows:

* Re-inspect and assess condition of existing known ACM’s.
* Re-inspect and identify additional ACM’s.
* Update the TEAMS asbestos management system.
* Update current asbestos drawings, provide photographic evidence and schematics as necessary.

A copy of the current asbestos risk register and drawings can be found in Appendix A, which is a direct download from the TEAMS asbestos management database. The risk register is a straight download from DVLA asbestos database.

The table below details the buildings to be surveyed for ACMs and summarises the line items in the risk register against each building. There are 623 actual line items that related to tested ACM’s and 257 presumed ACMs, which will need to be reinspected. There are also 99 areas where asbestos has had to be presumed to be present due to access restrictions e.g. live electrics or plant. Some of these areas will need to be reinspected, details to be agreed with the DVLA Estates H&S Site Contact (See Annex 7). There are also 150 asbestos items not shown in the table below that are due to undergo abatement works, the records of which will be updated upon completion of works.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Building Identification** | **ACMs** | **No Asbestos Detected** | **Presumed Asbestos** | **Un-accessed Areas** |
| DVLA Morriston Block A | 2 | 9 | 1 | 1 |
| DVLA Morriston Block B | 2 | 25 | 3 | 0 |
| DVLA Morriston Block C | 96 | 420 | 13 | 7 |
| DVLA Morriston Block D | 475 | 1007 | 225 | 71 |
| DVLA Morriston Block E | 4 | 23 | 8 | 0 |
| DVLA Morriston Block F | 0 | 0 | 0 | 0 |
| DVLA Morriston Block G | 4 | 51 | 0 | 6 |
| DVLA Morriston Block J | 0 | 6 | 0 | 0 |
| DVLA Morriston Gatehouse (Un Refurbished) | 2 | 1 | 1 | 0 |
| DVLA Morriston Gatehouse (Refurbished) | 0 | 0 | 0 | 0 |
| DVLA Morriston Multi Storey Car Park | 5 | 39 | 0 | 0 |
| DVLA Morriston Under Ground Ducts | 33 | 96 | 6 | 14 |
| Grand Total | 623 | 1677 | 257 | 99 |

The current asbestos drawings are not to scale. The table below shows the known areas of the buildings to be surveyed.

|  |  |
| --- | --- |
| **Building Identification** | **NIA (M2)** |
| DVLA Morriston Block A | 5,388 |
| DVLA Morriston Block B | 517 |
| DVLA Morriston Block C | 10,434 |
| DVLA Morriston Block D | 30,245 |
| DVLA Morriston Block E | 395 |
| DVLA Morriston Block F | 496 |
| DVLA Morriston Block G | 138 |
| DVLA Morriston Block J | 95 |
| DVLA Morriston Gatehouse (Un Refurbished) | 15 |
| DVLA Morriston Gatehouse (Refurbished) | 57 |
| DVLA Morriston Multi Storey Car Park | 22,263 |
| DVLA Morriston Under Ground Ducts | Unknown |

Copies of site Management Surveys, R&D Reports, Bulk Sampling Certificates and Abatement Work Documentation can be accessed via the TEAMS system portal. The Supplier will familiarise themselves with this documentation as part of the planning exercise and prior to development of building Survey Plans.

The DVLA Swansea Morriston site is occupied at all hours of the day, however there are periods of low occupation when access can be gained for survey works. Due to overtime working the current times when applicable floors will be available for surveys (subject to client change) are Weekdays: Start 2300 - Finish 0500 hrs, Weekends: Start 1900 hrs - Finish 0500 hrs. Plantroom access will be discussed with the DVLA Estates H&S Site Contact on a case-by-case basis.

Details around access arrangements, specific building hazards, permit requirements and security access protocols will be discussed and agreed with the DVLA Estates H&S Site Contact (See Appendix C). The programme will be confirmed upon approval of works by the DVLA Estates H&S Site Contact. The Supplier will state the anticipated number of shifts and shift durations for the works to be conducted within Site Survey Plans.

If during the inspections the Supplier identifies suspected ACMs in a condition where there is the potential for the release of asbestos fibres, the area is to be immediately made safe and the emergency arrangements set out in the Asbestos Management Plan (See Appendix A) followed.

The DVLA Estates H&S Site Contact and/or their Deputy must be informed immediately of such instances by the quickest means possible.

## 9. Implementation and Deliverables (C)

The supplier shall upload all reinspection data onto the mark 2 Asbestos Teams Software.

## 10. Specifying Services (C)

Please refer to section 5.1 onwards regarding services required. Please note: The Supplier can utilise mains water, drainage and electricity at the site; the cost of which will be met by the client.

Copies of the current asbestos drawings can be found in Annex 4.

10.1 Methods of Work (C)

All works will be strictly carried out in accordance with all applicable legislation and guidance, as detailed in Appendix B. UKAS accreditation ISO 17020 is a mandatory requirement for companies undertaking surveys and sampling on any DVLA sites.

Any proposed deviations from agreed methods of work must be fully agreed in writing with the DVLA H&S Contact prior to works commencing. All deviations from methods of work must be fully documented and mitigated to afford the same, if not better controls that those specified within applicable Regulations, ACoPs and Industry Standards.

10.2 Survey Plan (C)

The Supplier will prepare a Survey Plan for each building in accordance with the Health and Safety Executives publication HSG264 - Asbestos: The survey guide. The Survey Plan will include the following:

Scope

* The scope of the buildings’ survey strategy and sampling regime
* Any external areas to be included.
* Any areas to be excluded.
* The type of survey (management or refurbishment and demolition).
* Any possible or known ACMs, not to be included in the survey, and agreed in advance with DVLA.

Survey procedure

The survey procedure and sampling strategy including:

* + agreed numbers of samples and sampling methods;
  + agreed numbers of photographs;
  + procedures for making good;
  + agreed survey times of work;
  + agreed signage;
  + key access;
  + agreed start and completion dates;
  + The material assessment method and the parameters to be assessed (eg product type, location, extent, condition and accessibility of ACMs).
  + The information to be recorded and the method and format to be used (e.g. TEAMS system).
  + The quality assurance checks and procedures to be undertaken.
  + Any known area where access will not be possible.

Personnel and safety issues

* + Names of surveyors (for security purposes).
  + Evidence of Training and Competency Certificates
  + Safety precautions from the surveyor’s risk assessment, including steps to minimise asbestos disturbance and prevent asbestos spread.
  + Site safety procedures for emergencies including decontamination etc.

Report

* + How the data will be presented (each room/area should be individually recorded as per the current building structure in the TEAMS system).
  + The way the survey data will be stored, accessed and how the supplier will updated (eg the TEAMS system).
  + The way photographic records and marked-up plans will be stored and reported.
  + How to record asbestos look-alike materials (if not sampled).
  + How the supplier will immediately notify the nominated DVLA contacts if a new or immediate risk is identified.
  + Any other information required by the Client.

Risk Assessment

The Supplier will prepare a risk assessment for each building survey in accordance with the Health and Safety Executives publication HSG264 - Asbestos: The survey guide, and all other relevant legislation and guidance, as detailed in Appendix B.

As well as non-asbestos related hazards e.g. Electrical switchgear, live plant, working at height, confined space etc; the risk assessment will also specifically address the following asbestos issues:

* + The need to prevent disturbance of ACMs as far as possible.
  + The need to prevent the spread of ACMs.
  + Identification of safe work procedures (eg controls to be used while taking samples, arrangements for entering contaminated areas).
  + PPE to be used.
  + Decontamination and supplier’s disposal arrangements.

Welfare Facilities

Suppliers may utilise welfare facilities present on site. However, the Supplier must ensure that all decontamination procedures are adopted to prevent risk of spread of ACM's.

These must be left in a suitable condition for reoccupation by building occupants the following day.

Parking

There is a car park at the site which can be used for Supplier vehicles, the areas of the car park utilised by the Supplier will be agreed with the DVLA first. Arrangements will be made via the DVLA Estates H&S site contact (See Appendix C).

The Supplier shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each DVLA Premises which contain asbestos or asbestos-based products or other deleterious (ACM) materials.

10.3 Personnel (C)

All personnel employed at the site must be suitably qualified and experienced for the work to be carried out. Copies of employee training certificates for those working at the site must be available for inspection throughout the works.

All anticipated personnel assigned to the project must be detailed to the DVLA Estates H&S site contact (See Appendix C) 5 working days before site work commences. All individuals assigned to the project must have CRB/DBS which must be submitted to the DVLA Estates H&S site contact before project commencement. This is to satisfy DVLA security requirements – failure to notify may result in delays.

10.4 Plant and Equipment (C)

All plant and equipment must be suitable for use and have been calibrated and serviced in accordance with relevant regulations and guidance. Documentation including calibration and servicing records must be available on site for inspection throughout the duration of the works. The Supplier is not permitted to borrow any plant or equipment from the site for use in the works.

The Supplier shall include for the provision, erection, maintenance and removal of all necessary access equipment required to complete the works in a safe manner. The Supplier will maintain all necessary access equipment throughout the duration of the project.

10.5 Security (C)

As a minimum the Supplier will ensure that any surveyors have a DBS Certificate (this is the minimum requirement) which is no more than 3 years old. Any new surveyors to the site will also be expected to complete a DOM1321 form and submit it to the DVLA Estates H&S Site Contact. A copy of the form can be found in Annex 8.

The Supplier will be responsible for the management of the work site, the security of all plant, equipment and materials during the duration of the project. The building will be occupied throughout the project and the Supplier must take suitable precautions such as the use of barriers, hoarding and signs to prevent unauthorised access to the working areas.

Suppliers should be conscious of the potentially emotive nature of asbestos work and the requirements to not raise alarm or panic amongst employees. The Supplier shall include in their Survey Plan procedures for the management of any emergencies that may arise on site. This includes, but is not necessarily limited to, fire, accident, provision of first aid, leak from the enclosure, failure of equipment etc. The Supplier shall supply a 24-hour emergency contact number in case of emergency such as fire, flood, vandalism etc.

## General – All Services

## 11. Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

The details of the SLA and KPIs applicable to this requirement are outlined in Annex 9.

**11.1 Social Value Considerations**

The Social Value Act (2012) requires contracting authorities to consider social

value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts applies to this procurement.

Using policy outcomes aligned with Government’s priorities, a weighting of 10% of the overall score for this requirement isdedicated to social value criteria.

The social value theme(s) for this requirement is/are set out below, which requires suppliers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome(s) shown:

|  |  |  |
| --- | --- | --- |
| **Theme** | **Policy Outcome** | **Delivery Objective – What good looks like** |
| Tackling economic inequality | the contract involves the recruitment, training, retention and/or support of a contract workforce. | MAC 2.1: Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation. |
| Wellbeing | i) the performance of the contract/s is labour intensive.  ii) the health and wellbeing of the contract workforce is important to the performance of the contract.  iii) there are opportunities to improve the health and wellbeing of the contract workforce. | MAC 7.2: Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |

An overview of the evaluation process is provided in Section 16(Tender Evaluation) and the required social value criteria are detailed in Section 11**.** Any specific performance monitoring requirements and Key Performance Indicators (KPIs) relating to social value will be outlined in Annex 9.

The successful Supplier will be expected to demonstrate how they deliver social benefits that support the key social outcomes highlighted in the table above.

## 12. Quality Assurance Requirements

The full list of Quality Assurance requirements including regulations, standards and publications can be found in Annex 5.

## 13. Other Requirements

13.1 Call off options.

Fire risk assessment

As a call-off to this contract the supplier should provide costings for providing specialist technical guidance, fire engineering and design solutions when required.

Water Risk assessment

As a call-off to this contract the supplier should provide costings for providing a real-time compliance management software to facilitate DVLA management of all water outlets across the Estate.

**13.2 Information Assurance and Governance**

Where the Supplier processes Government data, including but not limited to, personal data on behalf of the DVLA the following requirements shall apply, unless otherwise specified or agreed in writing.

**Assurance and Audit**

* **Statement of Assurance**

This contract may require the Supplier to process government data on DVLA’s behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy DVLA that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data.

As part of this, the Supplier must confirm how DVLA data or information will be securely managed at each stage of the supply chain, including any sub-Suppliers, sub-processors or any other third parties.

The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance & Governance team. DVLA will work with the Supplier to address any information aspects requiring improvement.

* **Audits of Processing**

The Supplier shall allow for auditing of its DVLA data processing activity. Such audits will be conducted by the DVLA, the DVLA's representative or an agent acting on DVLA’s behalf and may include a site visit to the Supplier’s offices where DVLA data is processed.

* **Monitoring**

The Supplier shall collect audit records which relate to all events in delivery of the service or that would support the analysis of potential and actual compromises resulting in a breach of security or a data loss event.

In order to facilitate effective monitoring and forensic readiness such audit records should (as a minimum) include regular reports and alerts setting out details of access by users of the service, to enable the identification of (without limitation) changing access trends, any unusual patterns of usage and/or accounts accessing higher than average amounts of DVLA data. The retention periods for audit records and event logs must be agreed with the DVLA and documented.

**Certification**

The Supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the DVLA's representative or an agent acting on DVLA’s behalf.

**Governance**

**Organisational Structure**

The Supplier shall have a senior individual responsible for DVLA assets within your custody.

* **Asset Management**

The Supplier shall implement and maintain an asset register that identifies and records the value of sensitive DVLA assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.

* **Policies**

The Supplier shall establish, or indicate that they have in place, policies which detail how DVLA assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The Supplier shall provide evidence of relevant policies upon request.

**Personnel**

* **Security Clearance**
* **Level 1**

The Supplier is required to acknowledge in their response that any supplier staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.

* **Employment Contracts**

The Supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual with have access to any DVLA data, information and /or the DVLA site or systems.

* **Training** The Supplier shall maintain a mechanism to ensure employees and Suppliers receive appropriate information security awareness and data protection training upon appointment, and perform regular updates to organisational policies and procedures, as relevant for each job function. Evidence must be provide where reasonably requested by DVLA.
* **Access Rights**

The Supplier shall ensure their staff are provided only the necessary level of access (using the principle of least privilege) to DVLA data or information, to deliver their job function within the contracted service(s).

Upon staff migration, or termination of employment, the supplier shall verify that there is a process in place to ensure assets are returned and rights to assets revoked without undue delay.

Evidence of the above must be provide where reasonably requested by DVLA.

**13.3 Cyber Security**

N/A

**13.4 Sustainability**

The DVLA is committed to reducing any negative impacts produced by our activities, products, and services. This aligns to the Greening Government Commitments to: “Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society.”

DVLA is certified to ISO 14001:2015 and more information is available in our Environmental Policy at:

<https://www.gov.uk/government/publications/dvlas-environmental-policy>

The DVLA requires the Supplier to confirm their understanding and acceptance of each point **S1 – S6** and supply information if it has been requested.

**S.1 -** The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:

* Comply with the DVLA’s Environmental Policy: <https://www.gov.uk/government/publications/dvlas-environmental-policy>
* Where appropriate, assist the DVLA in achieving its Greening Government Commitments (GGCs) as detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) i.e. reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
* Be able to evidence continual environmental improvements in their own organisation (ideally through a certified EMS, i.e., ISO 14001,Green Dragon etc);
* Ensure its own supply chain does not have negative environmental or social impact;
* Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations;
* Comply with GGCs to provide the specified goods / services without the use of consumer single use plastic.

**S.2 -** The Supplier shall provide their sustainability or environmental policy.

**S.3 -**The Supplier shall be able to meet and evidence conforming to the relevant [Government Buying Standards](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs).

**Waste**

**S.4 -** The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. Any waste shall be disposed of correctly and in accordance with the waste hierarchy and duty of care, and any applicable legislation.

**Transport**

**S.5 –** The Supplier shall continually aim to travel sustainably between sites whilst conducting DVLA business.

**IT**

**S.6 –** Ensure that any activities conform to overarching principles in the [Greening Government ICT and digital services strategy 2020-2025](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025/greening-government-ict-and-digital-services-strategy-2020-2025). Namely the Government’s vision to be a global leader in sustainable ICT. The Supplier must confirm their understanding and acceptance of the strategy.

**13.5 Health and Safety**

The DVLA requires proactive management of health, safety, and environmental practices across all Services in accordance with and adherence to required health and safety and environmental legislation, compliance, and governance.

The Supplier shall maintain industry best practice health, safety and environmental management systems and record keeping repositories, actively managing associated risks and incidents. The Supplier shall support the DVLA in promoting health, safety, and environmental good practice as a business improvement tool and not just to satisfy the requirement for regulatory compliance.

The Supplier shall provide regular reviews and updates to ensure health, safety and environmental management systems and document repositories remain current and in line with any revisions to and/or amendment of statutory instruments. This information shall be readily available when requested.

2.1. The following Standards and Requirements apply to this Service.

2.2.    The Supplier shall prepare and as appropriate, revise a written safety policy, risk assessment and method statement identifying any safety implications that its activities may have and how they will be managed. The Supplier Managing Director or appropriate senior manager must sign this safety policy.

2.2.1 The Supplier shall have documented, appropriate risk assessments and method statements, covering all significant activities and deliveries of services. Copies shall be made available to DVLA on request.

2.3.    The Supplier shall ensure:

2.3.1. Its safety policy statement aligns with the requirements of the DVLA.

2.3.2. They have suitable organisational and arrangements in place to implement its safety policy throughout the Contract period; and

2.3.3. Its safety policy aligns with all regulations and any Public Health England / Wales (PHE/W) and Department of Health and Social Care (DHSC) guidelines, in addition to any further measures set out in the health and safety executive guidelines and/or agreed with the DVLA. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, it adopts and complies with any applicable regulations as appropriate wherever necessary.

2.3.4. The safety policy and safety management plan shall be readily available and accessible to all its employees and anyone, including the DVLA, who may require sight of it.

2.3.5. Details of its Safety Management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.

2.3.6. They have appropriate number of first aid and CPR trained staff deployed to successfully meet its own requirements in accordance with the Health and Safety (First Aid Regulations) 1981.

2.3.7 Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours such that any incident on DVLA sites should be reported immediately to the DVLA’s Health & Safety Team.

2.3.8 Indemnify DVLA against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against the DVLA.

2.4. The Supplier where required shall provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation.

2.5. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving its staff, A written report, must be provided including recommendations to prevent any repeat to the DVLA.

2.6. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the DVLA is notified of any such incidents immediately and followed up in writing.

2.7 DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request.

**13.6 Estates**

**N/A**

**13.7 Diversity and Inclusion**

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. DVLA is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and will not tolerate bullying, harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

**13.8 Business Continuity**

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

**13.9 Use of DVLA Brands, Logos and Trademarks**

The DVLA does not grant the successful Supplier licence to use any of the DVLA’s brands, logos or trademarks except for use in communications or official contract documentation, which is exchanged between the DVLA and the successful Supplier as part of their fulfilment of the Contract.

Approval for any further specific use of the DVLA’s brands, logos or trademarks must be requested and obtained in writing from the DVLA.

**13.10 Delivery Instructions – Goods Inward**

**13.10.1 Advance Delivery Booking Process**

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the Logistic and Storage Team Leads, 01792 783185 or email **XXXXXX redacted under FOIA section** ensuring the following information is included.

1. Driver’s Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact 01792 783185 immediately to provide information updates on progress and a revised estimated time of arrival.

**NOTE:** Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the DVLA Security team.

**13.10.2 Packaging Requirements for DVLA Forms, Envelopes and Continuous Stationery**

All deliveries should comply with the packaging requirements, below. If your goods fall outside the parameters set out in this document, then please contact the stores team above.



**13.10.3 Delivery Address/Locations**

DVLA has three delivery locations as follows: -

|  |  |  |
| --- | --- | --- |
| **D – Basement Morriston** | **C – Basement Morriston** | **Ty – Felin Stores & Output Areas** |
| D-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **(7am till 3pm)** | C-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **(7am till 3pm)** | Ty-Felin DVLA Output Facility  Felinfach  Swansea West Industrial Park  Fforestfach  Swansea  SA54 AW  **(7am till 3pm)** |

The delivery address will be included in the formal DVLA Purchase Order. It is your responsibility to ensure that the designated delivery vehicle is dispatched to the correct location.

**13.10.4 Onsite equipment**

All three locations have a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

**13.10.5 Site Etiquette**

On arrival delivery drivers must make themselves known to the DVLA Security Team at the security sentry post/gatehouse. The DVLA Security Team will request details from the driver (i.e. driver’s name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to DVLA when the delivery was pre-booked. The DVLA Security team will process the vehicle and enable access to site accordingly.

On accessing the site, the driver must make themselves known to the DVLA Stores and Logistics staff.

A ‘goods in’ notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor.

Assistance to offload the delivery will be arranged by the stores supervisor.

Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier’s official delivery note).

**13.10.6 Unsafe Load or Non-Compliant Delivery**

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

**13.10.7 Consignment Labelling**

Labelling must conform to the standards outlined in the Packaging Requirements. Non-compliance will result in the delivery being rejected back to the Supplier to resolve and re-deliver.

**13.10.8 Exceptional Circumstances**

It is important that oversized or heavier goods are highlighted to DVLA in your response so that an alternative delivery plan can be provided.

## 14. Management and Contract Administration

All communication regarding the Services shall in the first instance be via the main points of contact defined at Section 13.

The Supplier and the DVLA are to provide each other with Notice Addresses to which formal communications will be sent.

In terms of Account Management, the DVLA may require the Supplier to provide the following services:

* Ad-hoc meetings to cover issues / initiatives as they may arise.
* Escalation and fault resolution contact pathway
* Dispute resolution - point of contact and agreed process
* Invoicing.

**Subcontracting to Small and Medium Enterprises (SMEs):**

DVLA is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us you are likely to subcontract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

## 15. Arrangement for End of Contract

The Supplier shall fully cooperate with the DVLA to ensure a fair and transparent re-tendering process for this contract. This may require the Supplier to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

## 16. Response Evaluation

The evaluation will comprise of the following elements:

1. an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration.
2. an evaluation of the response based on the quality criteria and social value criteria (if applicable).
3. an evaluation of the prices submitted.

Your response will be evaluated using the weightings **and** criteria weightings set out in Annex 1.

Selection will be based on the evaluation criteria, which demonstrates a high degree of overall value for money, competence, credibility, and ability to deliver.

Your response will be evaluated using the following weightings **and** the criteria weightings set out at Annex 1, to obtain the optimal balance of quality and cost.

**Mandatory Requirements**

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A fail may result in the response being excluded from further evaluation.

**Quality Criteria:**

Annex 1 provides details of the quality criteria on which responses will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the quality criteria is outlined in the table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

**Quality Criteria Scoring Methodology:**

The scoring methodology used to assess and allocate scores to each criteria are included in the table below.

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 100 – Strong Response | The response fully meets all requirements with detail provided minimising risks to delivery. The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the buyer, other than that outlined within Attachment 3 -Specification |
| 75 – Good with minor concerns | The response is sound and meets all the basic requirements. However, the response does provide a lack of clarity in some areas which generate a minor concern towards service delivery. |
| 50 – Acceptable | The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet all the deliverables required. The response does not demonstrate a full understanding of the requirement posing concerns. |
| 25 – Limited Evidence | The response provides limited evidence and presents major concerns that service delivery could not be delivered.  An unacceptable and/or non-compliant response with serious reservations, demonstrating a limited understanding of the requirement. |
| 0 - Unsuitable | The response does not meet any of the requirements or no response has been provided. An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement. |

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

(Allocated Score

X Weighting

Maximum Score)

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of (60/100 x 10) = 6%. The scores for each element will then be added together to calculate the overall quality criteria score.

**Financial / Price Criteria**

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the table “Overall Weighting Allocation”.

**Financial / Price Criteria Scoring Methodology:**

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

The lowest quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

(Lowest Quoted Price

X Maximum Score Available (i.e. Weighting)

Price Quoted per Supplier)

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = 100k/100k x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 70% |
| **Financial / Price Criteria** | 30% |
| **Total** | 100% |

**Calculation of Overall Score:**

The allocated score for the quality and Social Value criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

## Annex 1 - Evaluation Criteria

**Mandatory**

| **Mandatory Criteria** | **Mandatory Criteria Description** | **Pass/Fail** |
| --- | --- | --- |
| Mandatory Criteria 1 | The Supplier confirms and accepts they can deliver the services in accordance with the standards, accreditations, policies, and legislation set out in the specification. The supplier will also comply with all legislation guidance in Annex 2, 3 & 5. |  |
| Mandatory Criteria 2 | The Suppliers quality management systems shall be accredited by the UK Accreditation Service (UKAS), hold accreditation for ISO17020, Adhere to HSG264 - asbestos the survey guide and CAR2012. Adhere to Regulatory Reform (Fire Safety) Order 2005 and PAS79 Code of Practice. Adhere The ACOP (Approved Codes of Practice) L8 “The Control of Legionella Bacteria in Water Systems” and The Health and Safety at Work Act 1974 |  |
| Mandatory Criteria 3 | The Supplier confirms that it will fully comply with DVLA’s Health and Safety Policy and will follow all applicable UK and EU Health and Safety Legislation, Acts, Orders, Regulations and Approved Codes of Practices, at all times. |  |
| Mandatory Criteria 4 | The Supplier provides all required details of key Supplier Personnel, who possess the specified qualification(s) and professional membership(s) and a level of skill and experience appropriate to the scope of the specified Services. |  |

| **Scored Quality Criteria** | | |  |  |
| --- | --- | --- | --- | --- |
| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** |  | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| **Technical** | **86%** | Q1 | Evidence your experience with utilising the TEAMS portal to maintain an accurate asbestos register. Please also provide information on how the data will be accessed, updated, and reported on. Please provide recent evidence.  Word count: 1,500 | 18% |
| Q2 | Your organisation is required to provide the above Services as specified within the specification. As specified within the requirement, the DVLA buildings are aging and of high complexity. In response to this requirement,   1. Please detail how your organisation will approach delivery of the Water Risk Assessment, Asbestos reinspection, and Fire Risk Assessment. 2. Please fully demonstrate and evidence previous experiences of carrying out these services (Water Risk Assessment, Asbestos reinspection, and Fire Risk Assessment) across a similar sized, geographically dispersed organisation 3. Please detail how you will apply any lessons learnt from other successful contracts.   Word count: 3,500 | 40% |
| Q3 | Please provide your organisations stakeholder engagement strategy. Your response should include examples of working with various stakeholders to achieve delivery. Your response should also include evidence of dealing with similar organisations.  Word count: 1,500 | 28% |
| Social Value Outcomes | **14%** | Q4 | MAC2.1: Using a maximum of 1,500 words describe the commitment your organisation will make to ensure that you create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation.  Please include:  ● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  ● a timed project plan and process, including how you will implement your commitment and by when.  Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:  ○ timed action plan  ○ use of metrics  ○ tools/processes used to gather data  ○ reporting  ○ feedback and improvement  ○ transparency  ● how you will influence staff, suppliers, customers, and communities through the  delivery of the contract to support the Policy  Outcome, e.g. engagement, co-design/creation, training, and education,  partnering/collaborating, volunteering. | 7% |
| Q5 | MAC 7.2: Using a maximum of 1,500 words your organisation must demonstrate how you Influence staff, suppliers, customers, and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. Please include:  ● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  ● a timed project plan and process, including how you will implement your commitment and by when.  Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:  ○ timed action plan  ○ use of metrics  ○ tools/processes used to gather data  ○ reporting  ○ feedback and improvement  ○ transparency | 7% |
|  | **Total = 100(Quality 70%)** |  |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **30%** | **Refer to the Pricing Schedule in the Commercial envelope on the DfT Portal (Jaggaer)** |
|  | **Total = 100%** |  |

A – Fire Risk Assessment

## Annex 2 – Legislation & Guidance (A)

* Regulatory Reform (Fire Safety) Order 2005.
* BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.
* BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.
* BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.
* The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the DVLA.
* The Supplier manage compliance with all fire regulations and standards.

**B – Water Risk Assessment**

## Annex 3 – Legislation & Guidance (B)

* Health & Safety at Work Act 1974
* Approved Code of Practice – The control of Legionella bacteria in water systems (L8 – Fourth edition 2013)
* COSHH 2002
* The Water Act 2003 (Consequential and Supplementary Provisions) Regulations 2005
* HSG Part 1 (2013) & Part 2 (2014)
* HSG274 Part 2: The control of legionella bacteria in hot and cold water
* Health Technical Memorandum 04-01 (HTM04-01)
* Health Technical Memorandum 01-05 (HTM01-05)
* BS 8558 Guide to the Design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages
* BS 8580-1 Water Quality Risk assessments for legionella control
* The Water Supply (Water Fittings) Regulations
* The Water Supply (Water Quality) Regulations
* The Workplace (Health, Safety and Welfare) Regulations

**C – Asbestos Re-Inspection**

## Annex 4 – Specific Site Data (C)

**Risk Register** – Current risk register, please note the register is constantly being reviewed and updated, most current version is available through the TEAMS system.



**Asbestos Management Plan –** Current Asbestos Management Plan including emergency procedures, please note the plan is constantly being reviewed annually.

## Annex 5 – Legislation and Guidance (C)

**Regulations**

* The Health & Safety at Work etc Act 1974
* Control of Asbestos Regulations 2012
* Hazardous Waste Regulations 2005
* The Construction (Design and Management) Regulations 2015
* The Work at Height Regulations 2005
* The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009
* Management of Health and Safety at Work Regulations 1999
* L153 Managing health and safety in construction - Construction (Design and Management) Regulations 2015. Guidance on Regulations 2015

**British Standards**

* BS8520: Equipment used in the controlled removal of asbestos-containing materials (Parts 1-3)

**HSE Publications**

* Managing and Working with Asbestos, Approved Code of Practice and Guidance L143 (Second Edition)
* HSG53 Respiratory Protective Equipment at Work (Fourth Edition)
* HSG247 Asbestos: The Licensed Suppliers’ Guide (First Edition)
* HSG248 Asbestos: The Analysts’ Guide for Sampling, Analysis and Clearance Procedures (First Edition)
* HSG 210 Asbestos essentials - A task manual for building, maintenance and allied trades of non-licensed asbestos work 2012

**ARCA Publications**

* GN001-V1015 Guidance on Monitoring of Airborne Asbestos Fibre
* GN003-V0615 Guidance on the Selection of Personal Protective Equipment (PPE) for Work with Asbestos
* GN004-V0615 Guidelines on the Selection, Use, Care and Maintenance of RPE
* GN006-V0719 Guidance on Air Management in Asbestos Enclosures
* GN007-V0715 Guidance on Electrical Isolations and Asbestos Work
* GN009-V0715 Guidance on the Provision of Welfare Facilities for Asbestos Work
* GN008-V0715 Guidance on Asbestos Licensing and Employment Status
* GN005-V0715 Guidance for Working with Textured Decorative Coatings Containing Asbestos
* GN010-V0715 Guidance for the Encapsulation of Asbestos Containing Materials
* GN002-V0519 Guidance on Clients Responsibilities on Appointing Asbestos Suppliers
* GN012-V0618 Guidance for Other Trades and Live Enclosures
* GN013-V0316 Guidance for Personal Air Monitoring

**General – All Services (A), (B), (C)**

## Annex 6 – Site plans

## XXXXXX redacted under FOIA section 43

## Annex 7 – Contact Details

**XXXXXX redacted under FOIA section 40**

Head of estates operations

DVLA, Longview Road, Swansea, SA6 7JL

**XXXXXX redacted under FOIA section 40**

**XXXXXX redacted under FOIA section 40**

Senior H&S Manager

DVLA, Longview Road, Swansea, SA6 7JL

**XXXXXX redacted under FOIA section 40**

**XXXXXX redacted under FOIA section**

Health & Safety and Fire Safety Manager

DVLA, Longview Road, Swansea, SA6 7JL

**XXXXXX redacted under FOIA section 40**

Amanda Finn

Health and Safety Adviser

DVLA, Longview Road, Swansea, SA6 7JL

**XXXXXX redacted under FOIA section 40**

## Annex 8 – Security Form DOM1321

See below a copy of the security access form DOM1321 to be completed by Suppliers that are new to the site.

## XXXXXX redacted under FOIA section 43

## Annex 9 – KPI’s

**Fire Risk Assessment (A)**

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**Water Risk Assessment (B)**



**Asbestos Re-Inspection (C)**

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**Annex 10 – DVLA’s Code of Conduct**

